

ORIGINAL
COMMISSIONERS
KRISTIN K. MAYES - Chairman
GARY PIERCE
PAUL NEWMAN
SANDRA D. KENNEDY
BOB STUMP



0000143208

ARIZONA CORPORATION COMMISSION

March 4, 2013

To: Docket Control

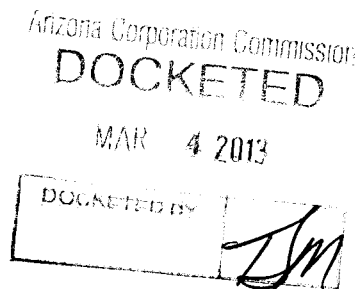
RE: Global Water –

Docket Nos. W-01212A-12-0309 SW-20445A-12-0310 W-03720A-12-0311 W-02450A-12-0312 W-02451A-12-0313 W-20446A-12-0314 W-01732A-12-0315

Please docket the attached 25 customer comments OPPOSING the above filed rate case.

Customer comments can be reviewed in E-docket under the above docket number.

Filed by: Utilities Division – Consumer Services



RECEIVED
2013 MAR -4 P 2:04
ARIZONA CORPORATION COMMISSION
DOCKET CONTROL

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone:

Fax:

Priority: Respond Within Five Days

Opinion **No.** 2013 - 109015

Date: 3/1/2013

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By: Kenneth

Snapp

Account Name:

Home: (000) 000-0000

Street:

Work:

City: Maricopa

CBR:

State: AZ Zip: 85138

is:

Utility Company. Global Water-Santa Cruz Water Company

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

RATES OPPOSED DOCKET NOS.W-01212A-12-0309 SW-20445A-12-0310 W-03720A-12-0311 W-02450A-12-0312 W-02451A-12-0313 W-20446A-12-0314 W-01732A-12-0315

This letter is to protest the rate increase requested by Global Water. Last month my family used only 7801 gallons of water which resulted in \$104 of tier 1 water yet my total cost was \$94.10. Every month is the same extravagant cost for very little water usage, Ninety Four dollars for one dollar worth of water is not just and reasonable. The wastewater (sewer) charges are very very high for the use, They refer to the water meter sizes for residential customers yet they place the requested \$15.70 increase on the wastewater (sewer) charges to show only a 25% increase. Based on the flat rate wastewater rate of \$27368 the 15th requested yields an increase of 56.8%, (not 25%) In January 2012 our sewer fee was (total) 52.94 by March 2012 it had increased to the present \$62.91. This is an increase of more than 18.8% Less than one year ago. Now only one year later they are requesting another extravagant increase. The water/sewer bill is our largest single utility cost now being incurred and any increase would be very detrimental.

Secondly my family and many others like us with low water usage pay nearly the same as those who use very large amounts daily for their swimming pools and large families. Basing the sewer charges on the amount of water used is the only fair way to assess the sewer charges we should not have to subsidize others. Those who use the system most should pay the most. The maintenance of the water delivery system is undoubtedly the most costly portion of the system yet Global Water places the majority of the charges on the disposal (sewer) system. While this allows them to (falsely) claim lower rates for water, this places undue burden on those of us who use the system sparingly.

My family is on a limited income and as a result of the recent poor economy our income has only increased by two or three percent and it cannot withstand the 25% just and reasonable increase especially after the 18.8% increase they got just last year.

Also having to pay ninety four dollars for only one dollar of water is bad enough but having to pay for something we cannot drink only adds insult to injury. The water they provide may be potable and usable for washing, laundry, irrigation & etc, but the taste is very bad and cannot be used for drinking. This results in even more additional costs to purchase and provide drinking water.

While I doubt this letter will have any influence, I do want the Commission to be aware of the extra burden Global

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Water is placing on it's customers. I have no choice but to use their water, because if I did, I assure you that I would use so=meone else. In conclusion, Please do not grant any increase in rates until they can start bsing the charges on actual use, Thank you
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

docketed
End of Comments

Date Completed: 3/1/2013

Opinion No. 2013 - 109015

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone:

Fax:

Priority: Respond Within Five Days

Opinion **No.** 2013 - 108983

Date: 3/1/2013

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By: **Wes;ey & Gail**

Oakley

Account Name: Wes;ey & Gail Oakley

Home: (000) 000-0000

Street:

Work:

City: Maricopa

CBR:

State: AZ Zip: 85138

is:

Utility Company. **Global Water-Santa Cruz Water Company**

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

RATES OPPOSED DOCKET NOS. W-01212A-12-0309 SW-20445A-12-0310 W-03720A-12-0311 W-02451A-12-0313 W-20446A-12-0314 W-01732A-12-0315 W-02450A-12-0312

As a senior citizen a rate increase will bring a two-fold hardship on a personal level and also with rates passed on by my HOA. Resales of homes will also be affected. Our rates are extremely high compared to other localities.

Please do not frant the increase. It is a ridiculous increase based on greed

End of Complaint

Utilities' Response:

.

Investigator's Comments and Disposition:

docketed

End of Comments

Date Completed: 3/1/2013

Opinion No. 2013 - 108983

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone: () - -

Fax: - -

Priority: Respond Within Five Days

Opinion **No.** 2013 - 108986

Date: 3/1/2013

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By: **Mavis & Lawrence** **Hoff**

Account Name:

Home: (000) 000-0000

Street:

Work:

City: Maricopa

CBR:

State: AZ Zip: 85138

is:

Utility Company: **Global Water-Santa Cruz Water Company**

Division: Water

Contact Name:

Contact Phone: - -

Nature of Complaint:

RATES OPPOSED DOCKET NOS.W-01212A-12-0309 SW-20445A-12-0310 W-03720A-12-0311 W-02450A-12-0312 W-02451A-12-0313 W-20446A-12-0314 W-01732A-12-0315

We are concerned about higher water charges for our home and our HOA. It will create a hardship financially that may effect the economy of the Maricopa area. Right now we are experiencing new homes being built all over Maricopa and right in Province Community. Hopefully, this will not change with th4e higher water rate, if there arte increases. Thank you

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

docketed

End of Comments

Date Completed: 3/1/2013

Opinion No. 2013 - 108986

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone: (000) 000-0000

Fax:

Priority: Respond Within Five Days

Opinion **No.** 2013 - 108996

Date: 3/1/2013

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By: **Myron**

Hoceuar

Account Name:

Home: (000) 000-0000

Street:

Work:

City: Maricopa

CBR:

State: AZ Zip: 85138

is:

Utility Company. **Global Water-Santa Cruz Water Company**

Division: Water

Contact Name: No Complaint

Contact Phone:

Nature of Complaint:

RATES OPPOSED DOCKET NOS.W-01212A-12-0309 SW-20445A-12-0310 W-03720A-12-0311 W-02450A-12-0312 W-02451A-12-0313 W-20446A-12-0314 W-01732A-12-0315

As a retiree on a fixed income the proposed rate increase are a serious concern Not only will my direct bill go up considerably but so will my HOA fees.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

docketed

End of Comments

Date Completed: 3/1/2013

Opinion No. 2013 - 108996

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone: ---

Fax:

Priority: Respond Within Five Days

Opinion **No.** 2013 - 108993

Date: 3/1/2013

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By: **Cyntia & Walt** **Schoenfeld**

Account Name: Cyntia & Walt Schoenfeld

Home: (000) 000-0000

Street: 10101 W. Camelback Road

Work:

City: Maricopa

CBR:

State: AZ Zip: 85138

is:

Utility Company. **Global Water-Santa Cruz Water Company**

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

RATES OPPOSED DOCKET NOS.W-01212A-12-0309 SW-20445A-12-0310 W-03720A-12-0311 W-02450A-12-0312 W-02451A-12-0313 W-20446A-12-0314 W-01732A-12-0315

We disagree with a rate increas as this will make a financial impact on our family as well we have to carry the increased HOA assessments for water & sewer as the association will not be able to carry the increase costs. So we end up paying twice These increases could adversely affect growth to our community people will move to where water is cheaper.

There is no financial benefit to conserve water with the economy being stronger there are less empty homes & building which is an automatic increase in revenue for Global Water. Thank you

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

docketed

End of Comments

Date Completed: 3/1/2013

Opinion No. 2013 - 108993

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone:

Fax: , - , - - - -

Priority: Respond Within Five Days

Opinion **No.** 2013 - 108988

Date: 3/1/2013

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By: **Duane & Marykay** **Rudnick**

Account Name: Duane & Marykay Rudnick

Home: (000) 000-0000

Street:

Work:

City: Maricopa

CBR:

State: AZ Zip: 85138

is:

Utility Company: **Global Water-Santa Cruz Water Company**

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

RATES OPPOSED DOCKET NOS.W-01212A-12-0309 SW-20445A-12-0310 W-03720A-12-0311 W-02450A-12-0312 W-02451A-12-0313 W-20446A-12-0314 W-01732A-12-0315

Maricopa is a thriving growing community Home sales & business ventures are up. A rate increase at this time I feel would be detrimental to Maricopa growth. This increase would also have an impact on association assesments financially which would affect us paying twice.

End of Complaint

Utilities' Response:

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Investigator's Comments and Disposition:

docketed

End of Comments

Date Completed:

Opinion No. 2013 - 108988

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone:

Fax: /

Priority: Respond Within Five Days

Opinion **No.** 2013 - 108987

Date: 3/1/2013

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By: John

Bailey

Account Name:

Home: (000) 000-0000

Street:

Work:

City: Maricopa

CBR:

State: AZ Zip: 85138

is:

Utility Company: Global Water-Santa Cruz Water Company

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

RATES OPPOSED DOCKET NOS.W-01212A-12-0309 SW-20445A-12-0310 W-03720A-12-0311 W-02450A-12-0312 W-02451A-12-0313 W-20446A-12-0314 W-01732A-12-0315

The cost of water & water service is already prohibitive in Maricopa. Had I known the cost of water I would have bought elsewhere. This new increase, if allowed, will be a real financial burden for people like me who are on a fixed income. Not only will I have an increase in my water bill, but so will my HOA, who will pass that increase on to me. For the sake of Maricopa & its citizens, please do not grant the unreasonable increase.

End of Complaint

Utilities' Response:

.

Investigator's Comments and Disposition:

docketed

End of Comments

Date Completed: 3/1/2013

Opinion No. 2013 - 108987

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone:

Fax:

Priority: Respond Within Five Days

Opinion **No.** 2013 - 109009

Date: 3/1/2013

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By: Darryl

Galt

Account Name:

Home: (000) 000-0000

Street:

Work:

City: Maricopa

CBR:

State: AZ Zip: 85138

is:

Utility Company: Global Water-Santa Cruz Water Company

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

RATES OPPOSED DOCKET NOS.W-01212A-12-0309 SW-20445A-12-0310 W-03720A-12-0311 W-02450A-12-0312 W-02451A-12-0313 W-20446A-12-0314 W-01732A-12-0315

I cannot support their request for an increase in the water and sewer rates at this time. The commission needs to delve deeper into Global Waters accounting practices and make sure they are meeting established guidelines; that the reason for the lower revenue for the company is legitimate and not the result of poor management practices nor overpayment of wages, benefits, etc. to management/employees. Everyone has had to tighten their belt and reduce expenses to remain a viable business in the future. Their rates need to be compared to other water and sewer rates throughout the entire Phoenix area. Please vote against this request for a rate increase. Thank you.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

docketed

End of Comments

Date Completed: 3/1/2013

Opinion No. 2013 - 109009

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2013 - 109007

Date: 3/1/2013

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By: Tracy

Manross

Account Name:

Home: (000) 000-0000

Street:

Work:

City: Maricopa

CBR:

State: AZ Zip: 85138

is:

Utility Company: Global Water-Santa Cruz Water Company

Division: Water

Contact Name: [REDACTED]

Contact Phone:

Nature of Complaint:

RATES OPPOSED DOCKET NOS.W-01212A-12-0309 SW-20445A-12-0310 W-03720A-12-0311 W-02450A-12-0312 W-02451A-12-0313 W-20446A-12-0314 W-01732A-12-0315

At the present time my water statement total is \$96.90 apx. Of that total \$36.18 apx is water consumption not unreasonable although my use is only \$8.50. However, \$62.9d1 is basic wastewater charges, which is absurd. The remaining amount is various taxes. I've checked with several friends living in various parts of the metropolitan Phoenix are. All of them pay a total of water/sewer charges in the range of \$40-\$60 total. We are already way over average. Global Water put in for an increase nor very long ago, they got it. Noe, approximately a year later, they want more. If they are saving as much as they say by recycling waste water into yusable wate, they shouldn't keep increasing their rates. Also, of concernm I received two letters, One stated they wanted an increase of \$3,662.560,28.9% and the other stated \$2730.367, 2738% increase. That is a huge oercentage, no matter which they are asking for. I would like to know why they are asking for two different increases. I', against any increase at all

End of Complaint

Utilities' Response:

.

Investigator's Comments and Disposition:

docketed

End of Comments

Date Completed: 3/1/2013

Opinion No. 2013 - 109007

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone: (

Fax:

Priority: Respond Within Five Days

Opinion **No.** 2013 - 109005

Date: 3/1/2013

Complaint Description: 08A Rate Case Items - Opposed
 N/A Not Applicable

First:

Last:

Complaint By: **Martin/Susan**

Cabral

Account Name: Martin/Susan Cabral

Home: (000) 000-0000

Street:

Work:

City: Maricopa

CBR:

State: AZ Zip: 85138

is:

Utility Company: **Global Water-Santa Cruz Water Company**

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

RATES OPPOSED DOCKET NOS.W-01212A-12-0309 SW-20445A-12-0310 W-03720A-12-0311 W-02450A-12-0312 W-02451A-12-0313 W-20446A-12-0314 W-01732A-12-0315

It wasn't long ago Global Water asked for & got a rate increase for infrastructure. Apparently it was ysed for some other purpose now thy want us to come up with more, again for infrastructure. Why? A;sp, the poposed increase would put our rates at three times that charged in cities such as Tempe. This is edxcessive in the extreme. Even at the existing rates friends and co workers have told yus they were moving to surrounding cities because they couldn't afford the cost of utilities here. We have also overheard others being advised not to move here for the same reason. The proposed increase would make Maricopa a ghost town.

End of Complaint

Utilities' Response:

.

Investigator's Comments and Disposition:

docketed

End of Comments

Date Completed: 3/1/2013

Opinion No. 2013 - 109005

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone: ()

Fax: ()

Priority: Respond Within Five Days

Opinion **No.** 2013 - 109006

Date: 3/1/2013

Complaint Description: 08A Rate Case Items - Opposed
 N/A Not Applicable

Complaint By: **First:** **Last:**
Mick and Wendy Katolas

Account Name: **Home:** (000) 000-0000

Street: 85138 **Work:**

City: Maricopa **CBR:**

State: AZ **Zip:** 85138 **is:**

Utility Company: Global Water-Santa Cruz Water Company

Division: Water

Contact Name: **Contact Phone:** ()

Nature of Complaint:

RATES OPPOSED DOCKET NOS.W-01212A-12-0309 SW-20445A-12-0310 W-03720A-12-0311 W-02450A-12-0312 W-02451A-12-0313 W-20446A-12-0314 W-01732A-12-0315

Raising water rates is not only hard on financially strapped families of Maricopa it is simply a poor longterm business decision by Global Water. If the proposed increases are approved, Maricopa will become known for exorbitant water rates just when growth is resuming and that growth will be curtailed by tht reputation.which would be better for Maricopa and Global Water in five years a city of \$45-50,000 or of 60,000 and all the businesses that come to cities of that size? The proposed rate increase is bad for all concerned.

End of Complaint

Utilities' Response:

.

Investigator's Comments and Disposition:

docketed

End of Comments

Date Completed: 3/1/2013

Opinion No. 2013 - 109006

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone:

Fax:

Priority: Respond Within Five Days

Opinion **No.** 2013 - 109004

Date: 3/1/2013

Complaint Description: 08A Rate Case Items - Opposed
 N/A Not Applicable

Complaint By: **First:** **Last:**
 Thomas **Kraft**

Account Name: **Home:** (000) 000-0000

Street: **Work:**

City: Maricopa **CBR:**

State: AZ Zip: 85138 **is:**

Utility Company: **Global Water-Santa Cruz Water Company**

Division: Water

Contact Name: **Contact Phone**

Nature of Complaint:

RATES OPPOSED DOCKET NOS.W-01212A-12-0309 SW-20445A-12-0310 W-03720A-12-0311 W-02450A-12-0312 W-02451A-12-0313 W-20446A-12-0314 W-01732A-12-0315

I am pro business, but do not believe that consumer should pay for a compnay's mistakes. They need to absorb some of the cost of the risk they took by oever estimating growth. Theere should be a minimum of 3-5 yrs delay on rate increases. In an economy that is as slow as this mkes another rate hike so soon after the last increase seem absurd, ridiculous and not justified.

Maricopa is a small community and cannot absorb such large increases. My opinion is it will slow and hurt the growth of this area. I purchaseda home thinking it would be an affordable place to retire. The 1st rate increase of over 40% changed my mind.

2 additional likel opinions sent and filed for record keeping purposes.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

docketed

End of Comments

Date Completed: 3/1/2013

Opinion No. 2013 - 109004

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone:

Fax:

Priority: Respond Within Five Days

Opinion **No.** 2013 - 109002

Date: 3/1/2013

Complaint Description: 08A Rate Case Items - Opposed
 N/A Not Applicable

First:

Last:

Complaint By: Thomas

Murphy

Account Name:

Home: (000) 000-0000

Street:

Work:

City: Maricopa

CBR:

State: AZ **Zip:** 85138

is:

Utility Company. Global Water-Santa Cruz Water Company

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

RATES OPPOSED DOCKET NOS.W-01212A-12-0309 SW-20445A-12-0310 W-03720A-12-0311 W-02450A-12-0312 W-02451A-12-0313 W-20446A-12-0314 W-01732A-12-0315

Artizona Corporation Commission
Consumer Service Section
1200 W Washington Streeet
Phoenix, Arizona 85007

To whom it may concern;

My wife and I have been residents of Arizona for a little over seven years, We retired from Illinois and came to Arizona to enjoy the wonderful weather, So far it has been great.

We received a letter from Global Water/Sant Cruz Water stating that they were planning to raise our water rates. Global Water wouldn't state the amount of the increase, but we have been told that the increase will be around 25%.

My wife and I live on a State of Illinois Government pension, so we are on a fixed income. We do not receive any social security because our state pension was one that employees did not contribute into Social Security System. My pension does not go up every year and when we do receive a cost of living increase it usually amounts to 2 or 3%. For Global Water to ask for any kind of an increase at this time is would be inappropriate, Global Water received a very generous rate increase in 2008. I realize Global Water wants to make money for their stock holders, but a 25 % increase for any industry that provides goods or services is unheard of. A large rate increase in our water would probably have a negative effect on the growth of our community (Province) and the city of Maricopa

My last water bill was in the amount of \$94.10 (we have been out of town for the last two months). We used a total of 970 gallons of water (which was entirely for outside irrigation). Our wastewater portion of our bill amounted to \$62.91, which is a lot of money to pay for wastewater especially when nobody in our home was taking showers or using toilets.

When Global Water/Santa Cruz Water come before your board and ask for a rate increase, I ask you to think about the seniors that are in our position, before you grant them a double digit rate increase.

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Respectfully,
End of Complaint

Utilities' Response:

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Investigator's Comments and Disposition:

docketed
End of Comments

Date Completed: 3/1/2013

Opinion No. 2013 - 109002

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone: (602) 944-2000

Fax: (602) 944-2000

Priority: Respond Within Five Days

Opinion **No.** 2013 - 109000

Date: 3/1/2013

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By: **Darcy**

McNarland

Account Name: Darcy McNarland

Home: (000) 000-0000

Street:

Work:

City: Maricopa

CBR:

State: AZ Zip: 85138

is:

Utility Company. **Global Water-Santa Cruz Water Company**

Division: Water

Contact Name: k

Contact Phone: 7

Nature of Complaint:

RATES OPPOSED DOCKET NOS.W-01212A-12-0309 SW-20445A-12-0310 W-03720A-12-0311 W-02450A-12-0312 W-02451A-12-0313 W-20446A-12-0314 W-01732A-12-0315

Enough is Enough Profit, losses, write offs, debt, investors, etc. is and can be interpreted in different ways. Maricopa is already paying 94.00 each and every month for a fixed rate plus water and sewer volume usage charges. We are the highest in Southern Arizona. Why No increase Thank you

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

docketed

End of Comments

Date Completed: 3/1/2013

Opinion No. 2013 - 109000

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone: () - -

Fax: () - -

Priority: Respond Within Five Days

Opinion **No.** 2013 - 108998

Date: 3/1/2013

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By: Janet

Rooney

Account Name:

Home: (000) 000-0000

Street:

Work:

City: Maricopa

CBR:

State: AZ Zip: 85139

is:

Utility Company: Global Water-Santa Cruz Water Company

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

RATES OPPOSED DOCKET NOS.W-01212A-12-0309 SW-20445A-12-0310 W-03720A-12-0311 W-02450A-12-0312 W-02451A-12-0313 W-20446A-12-0314 W-01732A-12-0315

I live in Province, a senior development

I live only on my Soc. Security

I live alone

My wastewater required fixed monthly rate is high for me,

I do one wash every 2 weeks

I will be forced to move if Global continues to be allowed such high rates.

I ask the Commission not to allow any more increases to Global Water & greedy proviate investors. Thank you

End of Complaint

Utilities' Response:

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Investigator's Comments and Disposition:

docketed

End of Comments

Date Completed: 3/1/2013

Opinion No. 2013 - 108998

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone: (000) 000-0000

Fax: (000) 000-0000

Priority: Respond Within Five Days

Opinion **No.** 2013 - 108997

Date: 3/1/2013

Complaint Description: 08A Rate Case Items - Opposed
 N/A Not Applicable

Complaint By: **First:** **Last:**
Melvin Vader

Account Name: Melvin Vader **Home:** (000) 000-0000

Street: 0000 **Work:**

City: Maricopa **CBR:**

State: AZ Zip: 85139 **is:**

Utility Company: Global Water-Santa Cruz Water Company

Division: Water

Contact Name: **Contact Phone:** (000) 000-0000

Nature of Complaint:

RATES OPPOSED DOCKET NOS.W-01212A-12-0309 SW-20445A-12-0310 W-03720A-12-0311 W-02450A-12-0312 W-02451A-12-0313 W-20446A-12-0314 W-01732A-12-0315

We are paying a minimum of \$98.00 a month already. A rate increase will put more strain on our monthly budget.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

docketed

End of Comments

Date Completed: 3/1/2013

Opinion No. 2013 - 108997

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone:

Fax:

Priority: Respond Within Five Days

Opinion **No.** 2013 - 108995

Date: 3/1/2013

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By: **David**

Beerens

Account Name: David Beerens

Home: (000) 000-0000

Street:

Work:

City: Maricopa

CBR:

State: AZ Zip: 85138

is:

Utility Company. **Global Water-Santa Cruz Water Company**

Division: Water

Contact Name:

Contact Phone

Nature of Complaint:

RATES OPPOSED DOCKET NOS.W-01212A-12-0309 SW-20445A-12-0310 W-03720A-12-0311 W-02450A-12-0312 W-02451A-12-0313 W-20446A-12-0314 W-01732A-12-0315

The price increase for Global Water in Maricopa will effectr myself & many others too. I am on a fixed retired income & I keep trying to find ways to reduce cost & canceling my utilities is something I can't cancel. If the increase goes through the HOA fees will probably have to go up. I lived back East & my water bill was \$100 for every 3 months not \$100 for a month Please do not vote for an increase.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

docketed

End of Comments

Date Completed: 3/1/2013

Opinion No. 2013 - 108995

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone:

Fax:

Priority: Respond Within Five Days

Opinion **No.** 2013 - 108994

Date: 3/1/2013

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By: Pam

Dorgan

Account Name:

Home: (000) 000-0000

Street:

Work:

City: Maricopa

CBR:

State: AZ Zip: 85138

is:

Utility Company: Global Water-Santa Cruz Water Company

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

RATES OPPOSED DOCKET NOS.W-01212A-12-0309 SW-20445A-12-0310 W-03720A-12-0311 W-02450A-12-0312 W-02451A-12-0313 W-20446A-12-0314 W-01732A-12-0315

I am retired and on a fixed income I afford the proposed increase There is absolutely No benefit to conserve water if the gallons per month is lessened to the point where no one can function with the lessened perimeters We have a greater housing market selling generating increases revenues for Global Water. Please don't increase cost.

End of Complaint

Utilities' Response:

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Investigator's Comments and Disposition:

docketed

End of Comments

Date Completed: 3/1/2013

Opinion No. 2013 - 108994

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone:

Fax: /

Priority: Respond Within Five Days

Opinion **No.** 2013 - 108992

Date: 3/1/2013

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By: **Alette**

Thompson

Account Name:

Home: (000) 000-0000

Street:

Work:

City: Maricopa

CBR:

State: AZ Zip: 85138

is:

Utility Company. **Global Water-Santa Cruz Water Company**

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

RATES OPPOSED DOCKET NOS.W-01212A-12-0309 SW-20445A-12-0310 W-03720A-12-0311 W-02450A-12-0312 W-02451A-12-0313 W-20446A-12-0314 W-01732A-12-0315

- 1 The economy is stonger now. No reason for a rate increase for water & sewer.
 2. No financial incentive to conserve water. I already do not use the minimum gallons per charge. Lower my bill.
 3. Growth of Maricopa will be adversely affected. People already comment on how high our utilities are compared to Mesa, Phx, Tempe, etc.
 4. Adverse affect on individual HOA's which adversely affects homeowners.
- *End of Complaint*

Utilities' Response:

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Investigator's Comments and Disposition:

docketed

End of Comments

Date Completed: 3/1/2013

Opinion No. 2013 - 108992

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone: /

Fax: (602) 253-1000

Priority: Respond Within Five Days

Opinion **No.** 2013 - 108989

Date: 3/1/2013

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By:

Paul *

Courtemanche

Account Name:

Home: (000) 000-0000

Street:

Work:

City:

Maricopa

CBR:

State:

AZ

Zip: 85138

is:

Utility Company:

Global Water-Santa Cruz Water Company

Division:

Water

Contact Name:

Contact Phone: /

Nature of Complaint:

RATES OPPOSED DOCKET NOS.W-01212A-12-0309 SW-20445A-12-0310 W-03720A-12-0311 W-02450A-12-0312 W-02451A-12-0313 W-20446A-12-0314 W-01732A-12-0315

1. being on a fixed income the increase will be a financial burden to my family the small amount of water used by two people doesn't substantiate the increase.

2. Living in a community that has an HOA will also effect me. This cause an increase in HOA membership costs. Therefor I will end up paying twice for this increase.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

docketed

End of Comments

Date Completed: 3/1/2013

Opinion No. 2013 - 108989

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone:

Fax: (000) 000-0000

Priority: Respond Within Five Days

Opinion **No.** 2013 - 108990

Date: 3/1/2013

Complaint Description: 08A Rate Case Items - Opposed
 N/A Not Applicable

First:

Last:

Complaint By: **William and Karen Fries**

Account Name: William and Karen Fries

Home: (000) 000-0000

Street: --

Work:

City: Maricopa

CBR:

State: AZ Zip: 85138

is:

Utility Company. **Global Water-Santa Cruz Water Company**

Division: Water

Contact Name:

Contact Phone: (000) 000-0000

Nature of Complaint:

RATES OPPOSED DOCKET NOS.W-01212A-12-0309 SW-20445A-12-0310 W-03720A-12-0311 W-02450A-12-0312 W-02451A-12-0313 W-20446A-12-0314 W-01732A-12-0315

Not necessary double whammy HOA increase and individual increase Not a good thing.

Global should persue avenues to improve bottom line Quality control of expenses.
Do not copy inept government spend spend spend Raise taxes Raise taxes
Do not turn middle class into poverty classcitizens Help Help Help Thank you
End of Complaint

Utilities' Response:

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Investigator's Comments and Disposition:

docketed

End of Comments

Date Completed: 3/1/2013

Opinion No. 2013 - 108990

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone:

Fax:

Priority: Respond Within Five Days

Opinion **No.** 2013 - 108985

Date: 3/1/2013

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By: **Albert**

Carlotto

Account Name: Albert Carlotto

Home: (000) 000-0000

Street:

Work:

City: Maricopa

CBR:

State: AZ Zip: 85138

is:

Utility Company. **Global Water-Santa Cruz Water Company**

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

RATES OPPOSED DOCKET NOS.W-01212A-12-0309 SW-20445A-12-0310 W-03720A-12-0311 W-02450A-12-0312 W-02451A-12-0313 W-20446A-12-0314 W-01732A-12-0315

Global Water:

I have a 4 letter word for you GOLD What more do you want? We've been hit in the wallet for too many years. It hurts us & our HOA @ Province.

And, Maricopa growth will be hurt by increased water rates. Plus the economy is better now than in 2008 your latest rate increase

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

docketed

End of Comments

Date Completed:

Opinion No. 2013 - 108985

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2013 - 109010

Date: 3/1/2013

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By: Ludwig Struckmann

Account Name: Ludwig Struckmann

Home: (000) 000-0000

Street:

Work:

City: Maricopa

CBR:

State: AZ Zip: 85138

is:

Utility Company: Global Water-Santa Cruz Water Company

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

RATES OPPOSED DOCKET NOS.W-01212A-12-0309 SW-20445A-12-0310 W-03720A-12-0311 W-02450A-12-0312 W-02451A-12-0313 W-20446A-12-0314 W-01732A-12-0315

We are retired and now on a fixed income. This increase would not only increase monthly amount due but would also result in higher HOA fees due to the increase, for reclaimed water. If I were looking to purchase a home I would be hesitant to locate in Maricopa with high water & sewer amounts. Also the economy is stronger less empty homes in Maricopa and more building, which automatically increases revenue for Global Water.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

docketed

End of Comments

Date Completed: 3/1/2013

Opinion No. 2013 - 109010
